



## Clinical Center Competency Training Requirements

Competency	Frequency & Audience	Training Options
<b>NIH On-line Orientation</b>	All CC Employees  Required for federal employees <b>once</b> , upon entry, within 30 days of start date; Recommended for contractors, volunteers, etc.	<a href="http://orientation.nih.gov">http://orientation.nih.gov</a>  <b>Documentation:</b> Certificates can be printed off the computer upon completion of training. A copy should be kept by the employee and a copy provided to supervisor.
<b>NIH EEO On-line Training</b> Sexual Harassment, Disability Awareness, Diversity Management in the Workplace	All CC Employees  Required for federal employees <b>once</b> , upon entry, within 30 days of start date Recommended for contractors, volunteers, etc.	<a href="http://eeotraining.nih.gov">http://eeotraining.nih.gov</a>  <b>Documentation:</b> Certificates can be printed off the computer upon completion of training. A copy should be kept by the employee and a copy provided to supervisor.
<b>NIH Computer Security Awareness On-line Training</b>	All CC Employees  Required for ALL upon entry, within 30 days of start date; <b>ANNUAL review required</b>	<a href="http://irtsectraining.nih.gov">http://irtsectraining.nih.gov</a>  <b>Documentation:</b> Certificates can be printed off the computer upon completion of training. A copy should be kept by the employee and a copy provided to supervisor.
<b>NIH Government Ethics On-line Training</b>	All CC Employees  Required for federal employees upon entry, within 30 days of start date; <b>ANNUAL review required</b> Recommended for contractors, volunteers, etc	<a href="http://ethics.od.nih.gov/cbt.htm">http://ethics.od.nih.gov/cbt.htm</a>  <b>Documentation:</b> Certificates can be printed off the computer upon completion of training. A copy should be kept by the employee and a copy provided to supervisor.
<b>NIH Protection of Human Research Subjects</b>	All researchers and employees who perform or support research involving human subjects	<a href="http://www.nihtraining.com/ohsrsite/cbt/cbt/html">http://www.nihtraining.com/ohsrsite/cbt/cbt/html</a>  <b>Documentation:</b> Certificates can be printed off the computer upon completion of training. A copy should



	Required <b>once</b> , upon entry, within 30 days of start date	be kept by the employee and a copy provided to supervisor.  Contact: NIH Office of Human Subject Research (OHSR), 301-402-3444
<b>CC Safety and Emergency Procedures</b>	All CC Employees	Initial training: CC New Employee Orientation
	Required upon entry; <b>Annual review required</b>	<b>Documentation:</b> Completion of each competency is documented and provided by the Office of Workforce Planning and Organizational Development to each department via electronic record.
1) Infection Control	<b>Annual review required</b> for all CC Employees	<ul style="list-style-type: none"> <li>• Contact Hospital Epidemiology Service (HES) for in-services; Call HES at 301-496-2939 to hear a schedule of training sessions</li> </ul>
2) Universal Precautions	<b>Annual review required</b> for CC Employees <b><u>with patient or specimen contact</u></b>	<ul style="list-style-type: none"> <li>• Web-based training is available at <a href="http://intranet.cc.nih.gov/hospitalepidemiology/">http://intranet.cc.nih.gov/hospitalepidemiology/</a> for annual review</li> <li>• Attend these specific competency presentations in CC New Employee Orientation Contact Yasmin Coates for registration at <a href="mailto:ycoates@cc.nih.gov">ycoates@cc.nih.gov</a></li> <li>• Departments may choose to develop their own departmental-specific training in conjunction with and approved by HES.</li> </ul>
3) Emergency Procedures	<b>Annual review required</b> for all CC Employees	<ul style="list-style-type: none"> <li>• The CC Emergency Management Plan is available at <a href="http://intranet.cc.nih.gov/od/emergencyplan/">http://intranet.cc.nih.gov/od/emergencyplan/</a>, for annual review, and</li> </ul>



4) Hazard Communications

**Annual review required  
ONLY for CC employees who  
have contact with chemicals**

- Contact the Fire Marshall for department-specific fire safety review;
- Attend this specific competency presentation in CC New Employee Orientation. Contact Yasmin Coates for registration at [ycoates@cc.nih.gov](mailto:ycoates@cc.nih.gov)

**Documentation:** Completion of this competency is documented and provided by the Office of Workforce Planning and Organizational Development to each department via electronic record.

5) Patient Safety

**Annual review required for  
all CC Employees**

- The CC Hazard Communication Policy outlining employees' rights and responsibilities is the material to review for annual updating.
- Departments may choose to develop their own departmental-specific training in conjunction with and approved by Dr. Michele Evans, Clinical Center Safety Officer.

- On-line course, *NIH Clinical Center Patient Safety* at <http://learning.hhs.gov>

**Documentation:** Electronic transcripts may be printed or electronically forwarded to supervisors. Transcripts of completed courses are found under the "My Info" tab on the Learning Portal

- Attend this specific competency presentation in CC New Employee Orientation. Contact Yasmin Coates for registration at [ycoates@cc.nih.gov](mailto:ycoates@cc.nih.gov)

**Documentation:** Completion of each competency is



		documented and provided by the Office of Workforce Planning and Organizational Development to each department via electronic record.
<b>CC Patient Confidentiality</b>	<p>All CC Employees</p> <p>Required upon entry; <b>Annual review required</b></p>	<p>Initial training: CC New Employee Orientation</p> <p>Annual review: on-line course, <i>NIH Clinical Center Patient Confidentiality and Privacy</i> at <a href="http://learning.hhs.gov">http://learning.hhs.gov</a></p> <p><b>Documentation:</b> Electronic transcripts may be printed or electronically forwarded to supervisors. Transcripts of completed courses are found under the “My Info” tab on the Learning Portal</p>
<b>CC Diversity Appreciation and Communications</b>	<p>All CC Employees</p> <p>Required upon entry; recommended review <u>every 3 years</u></p>	<p>Initial training: CC New Employee Orientation (<i>Cross Cultural Communications</i>)</p> <p>Review Options:</p> <ul style="list-style-type: none"> <li>On-line course, <i>NIH Clinical Center Appropriate Conduct in a Diverse Workplace</i> at <a href="http://learning.hhs.gov">http://learning.hhs.gov</a></li> </ul> <p><b>Documentation:</b> Electronic transcripts may be printed or electronically forwarded to supervisors. Transcripts of completed courses are found under the “My Info” tab on the Learning Portal</p> <ul style="list-style-type: none"> <li>Attend <i>Cross Cultural Communications</i> module in CC New Employee Orientation. Contact <a href="mailto:ycoates@cc.nih.gov">ycoates@cc.nih.gov</a> to register.</li> </ul>



		<p><b>Documentation:</b> Completion of each competency is documented and provided by the Office of Workforce Planning and Organizational Development to each department via electronic record.</p> <ul style="list-style-type: none"> <li>Contact the Office of Workforce Planning and Development for “customized” training on this competency. Contact Maureen McDonnell <a href="mailto:mcdonnellm@cc.nih.gov">mcdonnellm@cc.nih.gov</a></li> </ul>
<b>CC Performance Improvement</b>	<p>All CC Employees</p> <p>Required upon entry; recommended review as <u>required by Department Head or Supervisor</u></p>	<p>Initial training: CC New Employee Orientation</p> <p>Review Options:</p> <ul style="list-style-type: none"> <li>On-line course, <i>NIH Clinical Center Performance Improvement</i> at <a href="http://learning.hhs.gov">http://learning.hhs.gov</a></li> </ul> <p><b>Documentation:</b> Electronic transcripts may be printed or electronically forwarded to supervisors. Transcripts of completed courses are found under the “My Info” tab on the Learning Portal</p> <ul style="list-style-type: none"> <li>For department or section-specific in-service, contact Laura Lee, CC Quality Improvement Officer at <a href="mailto:llee@cc.nih.gov">llee@cc.nih.gov</a></li> </ul>
<b>CC Customer Service</b>	<p>All CC Employees</p> <p>Required upon entry; recommended review <u>every 3 years</u></p>	<p>Initial training: CC New Employee Orientation (<i>Contact: You Make the Difference – Customer Service in the Clinical Center</i>)</p> <p>Review Options:</p> <ul style="list-style-type: none"> <li>On-line course, <i>NIH Clinical Center Customer Service – A Core Value</i> at <a href="http://learning.hhs.gov">http://learning.hhs.gov</a></li> </ul>



**Documentation:** Electronic transcripts may be printed or electronically forwarded to supervisors. Transcripts of completed courses are found under the “My Info” tab on the Learning Portal

- Attend *Contact: You Make the Difference – Customer Service in the Clinical Center* module in CC New Employee Orientation. Contact [ycoates@cc.nih.gov](mailto:ycoates@cc.nih.gov) to register.

**Documentation:** Completion of each competency is documented and provided by the Office of Workforce Planning and Organizational Development to each department via electronic record.

- Contact the Office of Workforce Planning and Development for “customized” training on this competency. Contact Maureen McDonnell [mcdonnellm@cc.nih.gov](mailto:mcdonnellm@cc.nih.gov)